GOVERNMENT OF INDIA
COMMUNICATIONS AND INFORMATION TECHNOLOGY
LOK SABHA

UNSTARRED QUESTION NO:2066
ANSWERED ON:27.08.2007
FORMULATION OF STRATEGY
Saradgi Shri Iqbal Ahmed

Will the Minister of COMMUNICATIONS AND INFORMATION TECHNOLOGY be pleased to state:

(a) whether the competition from private courier companies, the Department of Post proposes to formulate a major strategy to perform its operations across the country;

(b) if so, the main strategies formulated in this regard; and

(c) the extent to which it will be helpful to the customers?

Answer

MINISTER OF STATE IN THE MINISTRY OF COMMUNICATIONS AND INFORMATION TECHNOLOGY (DR. SHAKEEL AHMAD)

(a) to (c) The Department of Posts is carrying out induction of technology into postal operations, training and retraining of its human resources and development of network for enhancing quality of postal services across the country. In addition, the Department of Posts is offering specialized business products and value additions to the segment of customers in need of customized services. These measures would ensure quality postal services and enhance customers' satisfaction.